



COUNTY OF SAN DIEGO

Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

SUPERVISING HUMAN SERVICES SPECIALIST

Class No. 005222

■ CLASSIFICATION PURPOSE

Under direction, plans, directs, and supervises the work of a unit of Human Services Specialists responsible for determining eligibility for clients requesting several categorical forms of assistance from governmental and community services and programs; on a rotational basis, develops and delivers classroom training to newly hired Human Services Specialists; and performs related work as required.

■ DISTINGUISHING CHARACTERISTICS

This is the first-line supervisory level class in the Human Services Specialist series. Incumbents are responsible for planning, directing, coordinating, and evaluating the work of a unit of Human Services Specialists and support staff. On a rotational basis, incumbents also act as a trainer providing classroom instructions to newly hired employees and performing special assignments such as administering corrective actions and completing automation projects. Positions in this class are allocated only to the Health and Human Services Agency (HHSA).

■ FUNCTIONS

The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Plans, assigns, organizes, schedules, coordinates, reviews, and evaluates the work of a unit of Human Service Specialists and support staff.
2. Provides on-the-job training to Human Services Specialists and interprets laws, rules, regulations, policies, procedures, work standards; provides training to Human Services Specialists in regard to automated system processes.
3. Reviews automated case records prepared and maintained by employees for completeness, accuracy, conformity with laws, regulations, and policies; and provides feedback to employees in order to ensure quality control.
4. Prepares employee performance evaluations and conducts performance review meetings, counseling sessions, and disciplinary meetings; recommends and implements disciplinary actions as warranted.
5. Participates in selection interviews and hiring decisions for Human Service Specialists, support staff, and other HHSA positions.
6. Confers with employees on the more difficult eligibility problems and recommends solutions and makes recommendations for methods to resolve complex case situations and complaints.
7. Develops new and revised policies, procedures, protocols, forms, and notices for review and approval by HHSA managers and administrators.
8. Determines and implements workflow patterns and staffing and office configurations; ensures proper work flow is maintained to meet standards and makes changes in staffing and assignments as necessary.
9. Administers individual or group meetings and conferences with Human Service Specialists, support staff, and other HHSA employees to communicate and interpret rules, regulations, policies, and procedures.
10. Serves with a team of managers and supervisors involved in ensuring the equitable delivery of benefits, maintaining the accuracy, completeness, and timeliness of completed work, and maintaining efficiency and morale among employees.
11. Interacts with representatives of government and private agencies to coordinate activities and ensure that managed health care options are in compliance with HHSA regulations and meet the needs of patients.

12. Interacts with medical staff, attorneys, employers, insurance companies and other third- party representatives to obtain, clarify, and verify information, and interpret findings, laws, rules, regulations, policies, and procedures.
13. Receives and resolves complaints from clients, patients, and members of the public regarding disagreements on availability, amount, and type of assistance/aid, and customer service issues; makes adjustments to benefits as deemed appropriate.
14. Verifies the appropriateness of claims submitted by contractors requesting payment for services.
15. Stays current on new and revised federal, state, and county legislation, laws, rules, regulations, policies, and procedures pertaining to assistance programs available from governmental and community service agencies.
16. Stays current on provisions, laws, regulations, policies, and procedures pertaining to health care delivery and coverage.
17. Stays current with procedures and processes necessitated by automated benefit issuance tracking systems.
18. Performs statistical surveys, studies, and research projects; compiles and organizes data; prepares reports and correspondence.
19. Assists HHSA managers and administrators in preparing program and budget reports; assists HHSA managers by participating on short and long-range planning projects.
20. Participates as a member on committees and task forces; may chair committees and task forces; participates in conferences, seminars, and formal training sessions on topics such as public assistance programs, patient assistance and service programs, and health care financing.
21. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.
22. May serve as a representative of the Agency during appeal meetings.
23. May coordinate staff activities with peers and administrators.
24. When assigned to County Medical Services, assists county physicians in conducting utilization reviews.

Classroom Trainer (Rotational)

Essential Functions:

1. Assesses the training needs of newly hired Human Services Specialists by collecting, compiling, and analyzing information.
2. Consults with managers, Program/Policy Support Division (PPSD) staff, and other employees regarding training topics needed to correct performance deficiencies and error trends.
3. Develops new and revised training materials such as lesson plans, handouts, exercises, and visual displays by obtaining input from agency committees, work groups, PPCD staff and subject matter experts, and uses word processing, presentation, and other computer programs to prepare such materials and displays.
4. Uses classroom-style instruction techniques to train staff on agency policies and procedures and the technical aspects of eligibility assistance programs.
5. Directs the work of employees participating in initial training programs; observes and documents the behavior and performance exhibited by these employees during initial training sessions.
6. Prepares training profiles on employees, briefs peers and supervisory staff on performance issues, recommends disciplinary actions to management, and conducts counseling and disciplinary sessions with new employees.
7. Stays current with new and revised laws, rules, regulations, policies, and procedures pertaining to assistance programs and updates training materials to reflect such changes.
8. Reviews evaluations of training programs submitted by training participants and revises materials and methodology as necessary.
9. Attends training sessions, seminars, and conferences to gain knowledge of lesson plan development, personal computer use, and other areas of professional development.
10. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

Special Assignments for Family Resource Centers (Rotational)

Essential Functions:

1. Coordinates actions to correct errors by identifying patterns and trends, determining types and causes of errors, and interacting with other supervisors, Human Services Specialists, and support staff to develop actions and carry out policy and practices designed to reduce or eliminate errors.
2. Addresses issues pertaining to automation or information technology (IT) by monitoring the operation of hardware and software, preparing service requests to implement changes to IT systems, interacting with Agency staff to identify and troubleshoot problems with computer applications, and consulting and linking with centralized IT staff to identify and recommend changes and improvements to such applications.
3. Provides centralized support to the operation of Family Resource Centers and work activities pertaining to eligibility by developing and revising forms, organizing and purging case files for retention, and performing other support functions as assigned.

■ KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of

- Supervision and training methods and techniques.
- Provisions of labor agreements and civil service rules pertaining to supervisory responsibilities and tasks such as scheduling, training, performance issues and disciplinary actions.
- Eligibility requirements for a variety of programs that provide financial and other benefit coverage designed to assist clients and patients.
- Principal sources of information necessary to establish eligibility for several types of aid programs.
- Community resources available to meet the needs of clients with financial and medical needs.
- Confidentiality and privacy laws, rules, regulations, and procedures pertaining to record keeping and disclosure activities.
- Operation and use of computers and software programs such as databases, word processing, spreadsheets, electronic communications, County/HHSA intranet, and windows-based eligibility determination programs.
- General service functions of public welfare agencies.
- Mission statement, goals, objectives, rules, regulations, policies, and procedures of the Health and Human Services Agency of the County of San Diego.
- Telephone, office, and online etiquette.
- County customer service objectives and strategies
- Organizations and functions of departments and agencies within the County of San Diego.

Skills and Abilities to:

- Effectively organize, prioritize, schedule, coordinate, direct, and delegate a large volume of work to Human Services Specialists and support staff to meet deadlines and comply with established HHSA policies and procedures.
- Establish work performance standards and expectations and effectively and clearly convey such standards and expectations to Human Services Specialists so that Specialists are held accountable and responsible for calculations and determinations pertaining to clients' eligibility for financial and other benefit assistance programs.
- Pay close attention to detail when reviewing the work of Human Services Specialists, updating and maintaining records and documents, reviewing and verifying information, and identifying and resolving errors and discrepancies discovered in the course of work via manual or automated systems.
- Maintain proficiency in the use of automated systems used to determine eligibility and benefits to clients.
- Evaluate the work performance of employees in a fair and consistent manner without bias or prejudice.
- Collect, compile, review, and organize information in a logical fashion.
- Identify actual and potential problems and use sound judgment and logical reasoning when resolving problems and making decisions in the course of work.
- Maintain confidentiality of files and records that are considered personal and sensitive in nature.
- Accurately maintain and update automated and manual files, records, and documents.
- Communicate in written form clearly and concisely when preparing documents such as analytical and statistical reports, memos, correspondence, written summaries, budget requests, performance evaluations, and classroom training materials.
- Communicate effectively verbally with a variety of individuals representing diverse cultures and backgrounds and function calmly in challenging situations, which require a high degree of sensitivity, tact and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.
- Use personal computers, laptop computers, projectors, overhead projector, video equipment, audio-visual equipment, calculators, copy machines, facsimiles, telephones, and modern office equipment in a safe and efficient manner.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience, which would likely demonstrate the knowledge, skills and abilities stated above. An example of qualifying experience is: two (2) years of technical experience in a governmental agency determining eligibility for clients requesting several categorical forms of assistance from governmental and community services and programs.

Note: Depending on assignment, some positions in this class may require at least two years of experience providing patient advocacy and education services, either face-to-face or over the phone, assessing patient medical needs and eligibility for health programs or health financial assistance in a medical setting, as the primary job responsibility.

Desirable Qualifications:

- A Bachelor's Degree, or higher, in Sociology, Psychology, Social Work, Health Science, or a closely related field.
- Experience in providing first line supervision over Human Services Specialists or employees in a governmental agency responsible for determining eligibility for clients requesting several categorical forms of assistance from governmental and community services and programs.
- Experience in assessing training needs, developing training outlines and materials and conducting classroom training sessions over a group of newly hired employees, preferably responsible for making determinations for public assistance.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, simple and power grasping, repetitive use of the hands to operate computers and office equipment, and lifting boxes of items weighing up to 25 pounds and carrying such boxes for a distance of up to 75 feet. Occasional: standing, walking, squatting, pushing and pulling, and reaching above and below the shoulders.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California Class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment or the ability to arrange necessary, timely transportation for field travel. Employees in this class may be required to use their personal vehicle.

Certification/Registration

None required.

Working Conditions

Work primarily takes place in an office environment, but some positions may be assigned to travel to outside agencies, medical facilities and the homes of clients. Incumbents work under uncertain, unpredictable, and emotionally charged conditions when interacting with persons who are irrational, erratic, upset, hostile, and violent. Incumbents may interact with persons who are mentally ill, homeless, and under the influence of alcohol or drugs. Work may involve occasional exposure to dust found in the office or patients/clients who may have communicable diseases, whereas incumbents may be required to wear filters, masks, or other protective gear.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this classification shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

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Retitled and Revised: May 2, 2003 (From: Eligibility Supervisor)
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Supervising Human Services Specialist (Class No. 005222)

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